



Water or Electricity problems

What to do if you lose your electricity supply

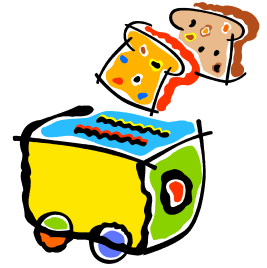
1. Check to see if street lights are working or if your neighbours have lost their electricity.
2. If your neighbours have lost power, contact **Ergon** on **13 22 96** to see if they are aware of the issue.
3. If your neighbours still have power, the problem could be with your electrical installation.

Checking your switchboard

1. Check your switchboard to see if your safety switch has been tripped. The safety switch will be in the off position if it has tripped.
2. If it is in the off position, try to move it back to the on position.
3. Make sure all the other circuit breakers are in the on position too.
4. If the safety switch moves back to the off position, the fault may be caused by a faulty appliance.

Before you call our office or an electrician after hours, follow this procedure:

1. Unplug all the appliances including refrigerator, toaster, power boards etc.
2. Reset the safety switch back to the ON position
3. Plug back in one appliance at a time to check each appliance. Turn the appliance on and use it e.g. toaster, TV.
4. If the appliance is faulty, it will trip the safety switch to the OFF position.
5. Remove the faulty appliance and plug in all the remaining appliances and reset the safety switch. This should fix the problem. Get the appliance checked by an electrician before using it again or dispose of the item.
6. If this doesn't resolve the problem, repeat the procedure to double check.
7. Call Ergon Energy to check if there are problems in your area.
8. If Ergon Energy can't assist, call our office during opening hours.
9. Call the electrician listed on your lease or emergency contact list for after hour emergencies.



Tenants will be charged for the cost of calling out an electrician, if it is caused by a tenant's faulty appliance, so it is wise to check appliances first.

Major Leak or Burst Water Pipe

If a major leak or burst water pipe occurs at your unit/house, please turn off the water at the mains and then contact us (in office hours) or the plumber stated on your lease or emergency contact list (outside office hours). Turning the water off at the mains prevents property damage and water wastage.

Dripping taps, no hot water or toilet cistern continually running

These are not classed as an emergency. Report the problem to the office as soon as possible when the office is open. The office phone number is **4091 5356**.

